

Volunteer Procedures for Responding to an Incident Hillwood Estate, Museum & Gardens

March 2025

Please follow the instructions listed below when responding to an incident at Hillwood. **Any incidents regarding a visitor, fellow volunteer, staff member, or yourself must be reported to Security immediately.** A volunteer's main responsibility in response to an incident is notifying Security. Hillwood's Security team will offer the necessary assistance and document the event for future reference. An incident includes:

1. Accidents, such as a trip, fall, etc., no matter how minor.
2. All medical emergencies, including wasps and bee stings.
3. Suspicious behavior – if it is safe for you to do so. If not, wait until it is safe to notify Security.
4. Lost visitor – do not delay calling Security with critical data, i.e.: age, clothing, race, features, last known location, etc.

Responding to an Injury or Emergency

1. If you are upset, try to calm yourself – take a deep breath and help the individual.
2. Notify the visitor that per Hillwood procedure, you are contacting Security for assistance.
 - a. **Injury/Medical Emergency:** If the sick or injured party is hesitant to receive help or insists they are fine, explain that you would feel more comfortable checking in with Security. An officer will meet you to ask a few questions and determine if any first aid is required.
 - a. **Missing Person:** Ask for a description of the missing visitor to relay to Security.
3. Contact Security using one of the following means:
 - a. In person
 - b. Call Control at (202) 686-8524
 - c. Via panic button (mansion docents can opt to sign out panic buttons from the volunteer lounge)
4. State **your name, location,** and give a **brief description of the situation.** For example, using your cell phone:
 - a. **Injury/Medical Emergency:** "This is Lisa, a Hillwood garden docent. I am located in the French parterre where a female visitor has tripped on the steps leading up to the swan fountain. We may need first-aid assistance."
 - i. In a life-or-death situation and if appropriately certified, volunteers may administer first aid or CPR to the visitor. Notify Security immediately before providing first aid or CPR and continue to provide aid until an officer arrives on scene.
 - b. **Missing Person:** "This is Lisa, a Hillwood garden docent. I am located on the Lunar Lawn with an individual who has reported a missing girl. The missing female is four years-old, has long brown hair, is wearing a red dress, and answers to the name Jane Doe. She was last seen in the French parterre."
5. Remain at the same location with the individual while you wait for Security to arrive.
 - a. **Injury/Medical Emergency:** Security will stay in contact with you and will provide directions until they arrive on the scene. Make sure to listen carefully for any additional contact via your cell until a Security officer has arrived.
 - b. **Missing Person:** This will bring the reporting person comfort and will facilitate any information that may come up from Security or others engaged in the search for the missing person while the supervisor is en route to your location.

6. Do not discuss with other visitors the cause or conditions of the incident and avoid unnecessary conversation about the incident.
7. After your shift, please give Security a thorough report of what you saw and heard during the incident.
8. If you are unable to continue your shift due to the situation, notify Security who will relay the message to the appropriate staff members.

Responding to Misbehaving Visitor

If you need to notify Security regarding a misbehaving visitor, try to do so without the visitor knowing what you are doing.

1. If you are upset, try to calm yourself– take a deep breath and focus on your goal.
2. Discreetly step away from the visitor and notify Security using one of the following means:
 - a. In person
 - b. Call Control at (202) 686-8524
 - c. Via panic button (mansion docents can sign out panic buttons from the volunteer lounge)
3. Security will stay in contact with you and will provide directions until they arrive on the scene. Make sure to listen carefully for any additional contact via your cell phone until a Security officer has arrived.
4. When Security arrives, quietly and calmly inform the responding officer of the situation. From this point, staff will navigate the situation.
 - a. *What's the staff protocol?* In most circumstances, Security will first remind the visitor of expected museum behavior. If the person feels they can comply and continue their visit without further disruption, they will be permitted to do so. If not, the visitor will be asked to leave and escorted from the estate.
5. When available, please give Security a thorough report of what you saw and heard during the incident.

Questions

Your safety and well-being, as well as that of our visitors, are of paramount importance to us at Hillwood Estate, Museum & Gardens. If you have any questions, please do not hesitate to email volunteers@hillwoodmuseum.org.

As always, thank you for your continued commitment to our visitors and safety for all!